



COUNTY OF SAN DIEGO
Great Government Through the General Management System – Quality, Timeliness, Value
DEPARTMENT OF HUMAN RESOURCES

CLASS SPECIFICATION

CLASSIFIED

WORD PROCESSING CENTER SUPERVISOR

Class No. 003010

■ CLASSIFICATION PURPOSE

To plan and direct, through subordinate supervisors, the activities of a Word Processing Center comprised of one or more word processing units operating word processing equipment in a large department; and to perform related work.

■ DISTINGUISHING CHARACTERISTICS

The Word Processing series differs from the Transcriber Typist series in that the latter is involved with production typing requiring infrequent text manipulation or data storage tasks. This is the highest class in the Word Processing series. The Word Processing Center Supervisor class differs from the next lower class, Senior Word Processing Operator, in that the latter provides first-line supervision to a unit of word processing operators and performs equipment operation.

■ FUNCTIONS

The examples of functions listed in the class specification(s) are representative but not necessarily exhaustive or descriptive of any one position in the class(es). Management is not precluded from assigning other related functions not listed herein if such duties are a logical assignment for the position.

Essential Functions:

1. Organizes, directs, and coordinates the work of a Word Processing Center comprised of one or more word processing units engaged in the operation of word processing equipment.
2. Plans and directs the work of a large number of word processing operators through subordinate supervisors.
3. Selects, trains, and supervises word processing personnel.
4. Develops and implements training methods, procedures, and programs for the Word Processing Center.
5. Reviews work completed and evaluates performance of staff.
6. Coordinates word processing work with that of other departments or divisions.
7. Anticipates and evaluates production demands for the center.
8. Interprets departmental policies and procedures to employees and word processing users.
9. Maintains financial and statistical data related to the operation of Word Processing Center.
10. Analyzes and interprets data, and prepares reports.
11. Develops new applications to fully utilize the equipment capabilities.
12. Guides subordinate personnel on procedural and technical problems.
13. Acts as vendor liaison to ensure technical support.
14. Provide courteous, high quality service to members of the public by personally responding to requests for service or appropriate referral.

■ KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- Principles and practices of supervision and training.
- Operation and care of word processing equipment.

- Modern office methods, procedures, and practices.
- County organization, policies, and procedures.
- Budget preparation.
- Telephone office, and online etiquette.
- County customer service objectives and strategies.

Skills and Abilities to:

- Maintain high standards and quality control for large volumes of word processing work.
- Ensure compliance with schedules and user demands for the most efficient use of personnel and machine time.
- Read and interpret departmental policies and procedures.
- Organize, plan, and direct word processing operators through subordinate supervisors.
- Communicate effectively, orally, and in writing.
- Establish and maintain cooperative work relationships.
- Communicate effectively with a variety of individuals representing diverse cultures and backgrounds and function calmly in situations, which require a high degree of sensitivity, tact and diplomacy.
- Treat County employees, representatives of outside agencies and members of the public with courtesy and respect.
- Assess the customer's immediate needs and ensure customer's receipt of needed services through personal service or referral.
- Provide prompt, efficient and responsive service.
- Exercise appropriate judgment in answering questions and releasing information; analyze and project consequences of decisions and/or recommendations.

■ EDUCATION/EXPERIENCE

Education, training, and/or experience that demonstrate possession of the knowledge, skills and abilities listed above. An example of qualifying education/experience is: Four (4) years performing a wide variety of increasingly difficult clerical functions, including two (2) years or more of first-line supervision AND supervision of word-processing personnel.

■ ESSENTIAL PHYSICAL CHARACTERISTICS

The physical characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of the classification(s). Reasonable accommodation may be made to enable an individual with qualified disabilities to perform the essential functions of a job, on a case-by-case basis.

Continuous upward and downward flexion of the neck. Frequent: sitting, repetitive use of hands to operate computers, printers and copiers.

■ SPECIAL NOTES, LICENSES, OR REQUIREMENTS

License

A valid California class C driver's license, which must be maintained throughout employment in this class, is required at time of appointment, or the ability to arrange necessary and timely transportation for field travel.

Certification/Registration

None Required.

Working Conditions

Office environment; exposure to computer screens.

Background Investigation

Must have a reputation for honesty and trustworthiness. Misdemeanor and/or felony convictions may be disqualifying depending on type, number, severity, and recency. Prior to appointment, candidates will be subject to a background investigation.

Probationary Period

Incumbents appointed to permanent positions in this class shall serve a probationary period of 6 months (Civil Service Rule 4.2.5).

New: June 25, 1982
Revised: April 18, 1988
Reviewed: Spring 2003
Reviewed: Spring 2004
Revised: March 31, 2006